



Web Applications Manager

PC Phone for WEB User Guide

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1. Introduction

PC Phone for WEB is a browser-based user interface (UI) for the GENBAND Web Application Manager (WAM).

Features

Soft client

PC Phone for WEB provides a full-featured soft client for Voice over Internet Protocol (VoIP) phone calling. It provides access to your contact list and corporate directory. It supports phone features such as calling number identification, call hold, call mute, multiple calls, and call history

Presence

PC Phone for WEB allows you set your status and monitor the statuses of Friends in your contact list.

Call Control

PC Phone for WEB provides the capability to control how incoming calls are handled on a per-call basis.

Instant Messaging

PC Phone for WEB provides functionality to send and receive instant messages to and from your contacts.

Client requirements

In order to use PC Phone for WEB, your workstation must meet the following requirements:

Screen size of 1024 x 768. When using a smaller screen, users should set the browser to Full Screen mode to properly view the GUI.

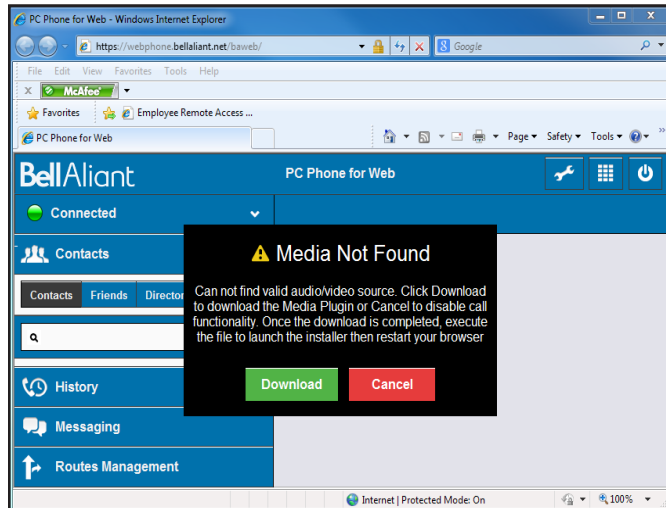
- Equipped with one of the following web browsers:
- Google Chrome
- Microsoft Internet Explorer 8
- Microsoft Internet Explorer 9
- Mozilla Firefox

Media Plugins

In order to use PC Phone for WEB to send and receive calls, you need to download a valid media plugin.

Introduction

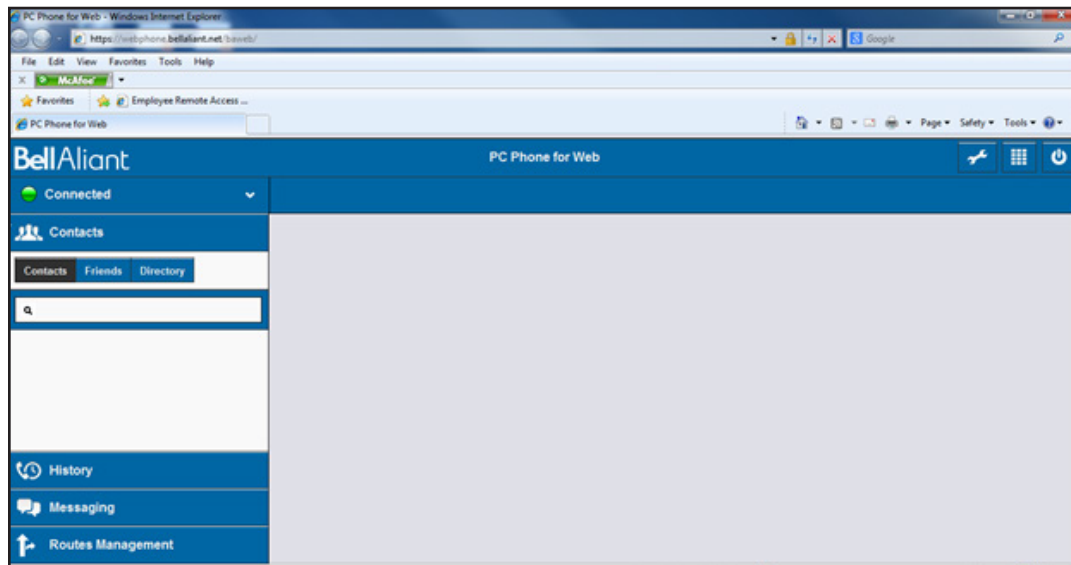
If a media plugin is not installed, a message similar to the following will display.



After the installation of the media plugin is completed, the pop-up message will disappear.

2. GUI framework

The figure below shows the template for the PC Phone for WEB GUI.



Header — contains the browser title bar, product name area, and global action area

- Product name area - GENCom Web.
- Content area - contains the content for each application, displayed on a per application basis
- User Area\Context Bar\Dial Pad - contains numbers and logout button

- UI Menus - see Menu structure
- Status - shows the status of the user

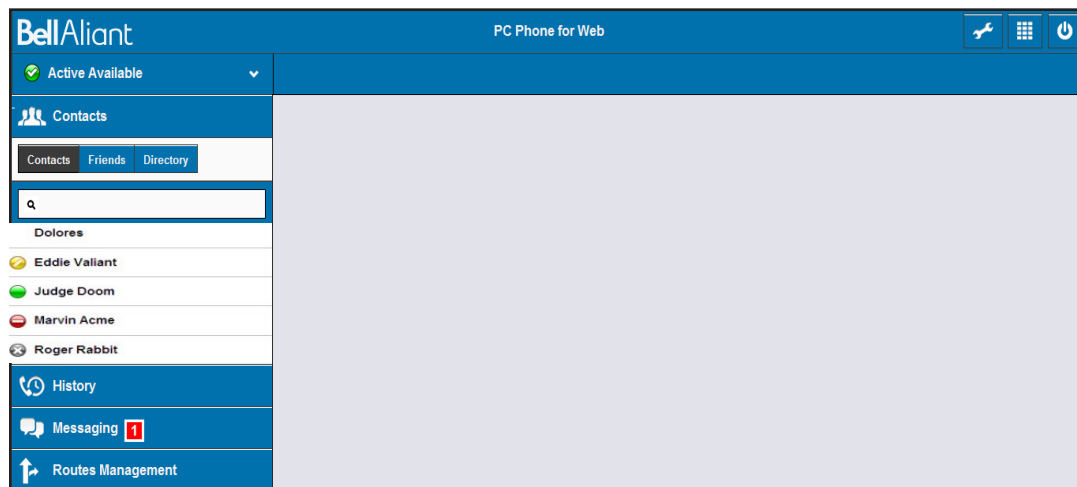
Menu structure

The structure for the PC Phone for WEB menu is as follows:

- Contacts
- History
- Messaging
- Dial pad

Contacts Page

The Contacts page allows PC Phone for WEB users to view and manage contacts. It supports an Address Book, Friends List, and Directory. Users can view all of these on the left side of the window by scrolling.



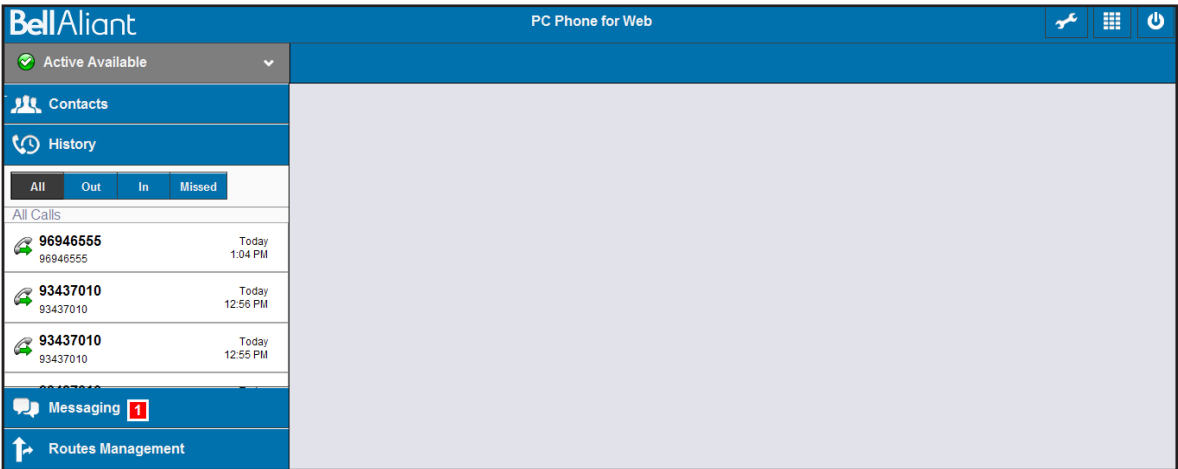
The Contacts page provides a Search function to help you easily find contacts. When searching in the Directory, only three characters are required.

The Search function uses predictive matching as you type character into the Search box to make searching faster and easier. It will also warn you if the search is too narrow.

Typing in the Search box will either filter contacts or search in the directory, depending on your location.

History Page

The History page allows users to manage their call logs.

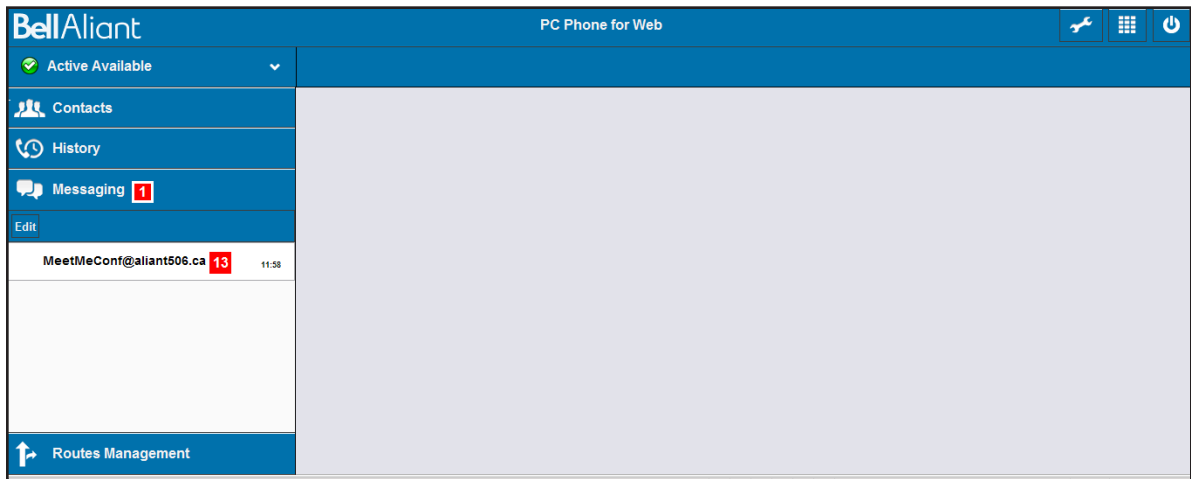


The History page supports incoming, outgoing, and missed call logging. If available, the Display Name configured in the Personal Address Book appears in the call log.

The History page allows users to display call logs, clear call logs, sort call logs, and display the caller name, caller number, call start time, call duration, and call direction. It also allows you to display call details such as the caller’s picture, if available.

Messaging Page

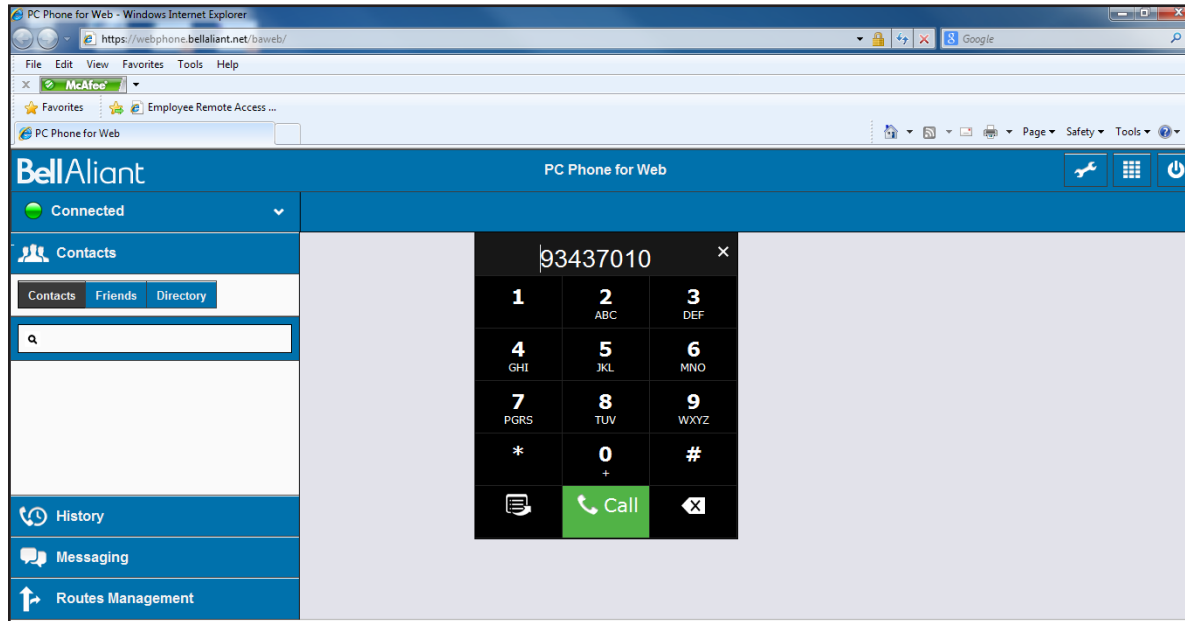
The Messaging page provides Instant Messaging (IM) capability.



The Messaging page allows users to send and receive IMs from their Personal Address Book, Directory entries, and Call Logs. It supports normal IM functionality such as incoming message notification, unread message indication, time/date of last sent or received message, inline emoticon display, emoticon shortcuts, local IM history and clearing of history, user pictures display (if configured), and indication of which messages have been seen by the user.

Dial Pad

The Dial Pad provides a standard dial pad functionality for making calls through the PC Phone for WEB client.



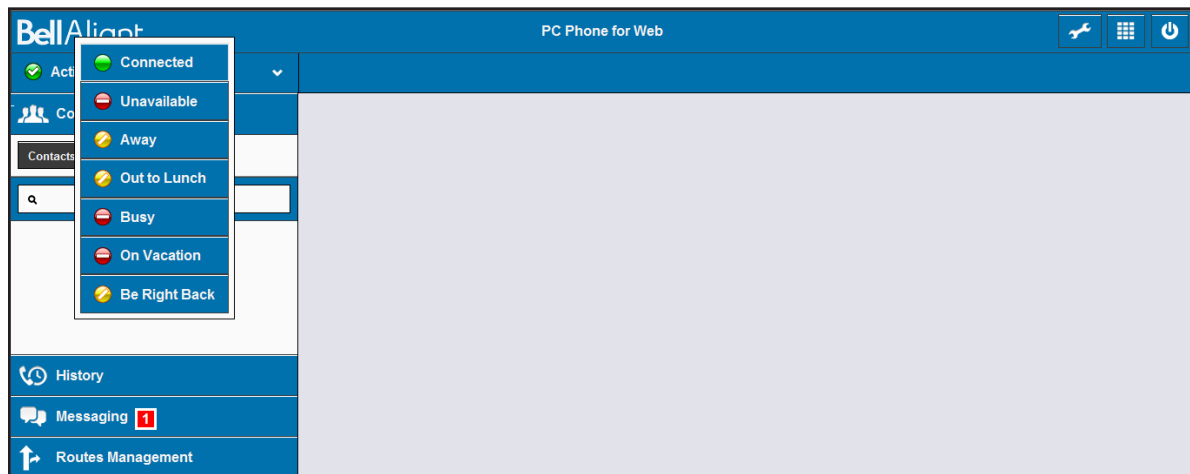
3. Presence

User Presence

The following presence statuses can be set using the PC Phone for WEB Client:

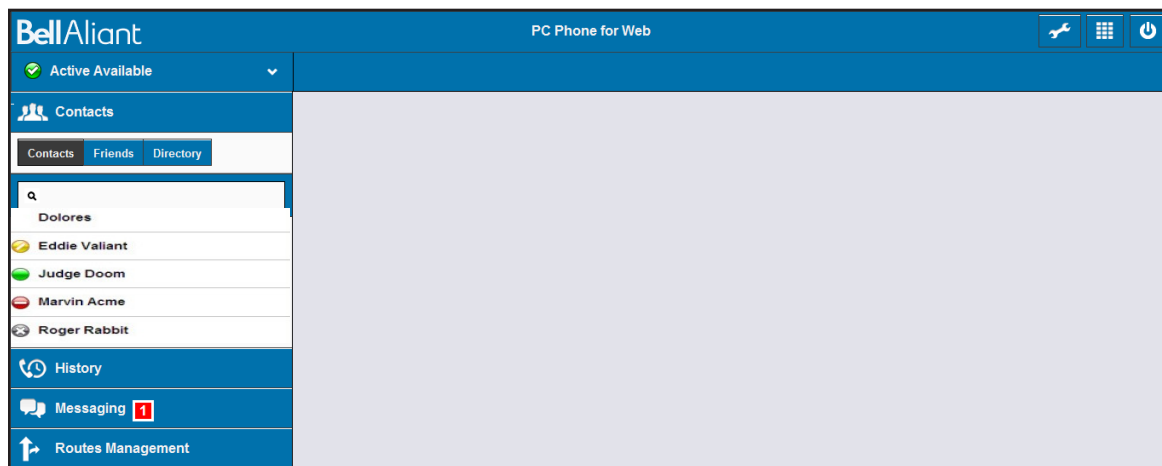
- Connected
- Offline
- Away
- Out to Lunch
- Busy
- On Vacation
- Be Right Back

In addition, the status set in the PC Phone for WEB client will also be updated within the Instant Messaging option



Presence Watcher

The PC Phone for WEB client allows users to see the presence status of Friends in their contact list through status icons.



Note: Only Contacts listed as Friends will display a presence status.

The table below shows the various icons and what they mean.

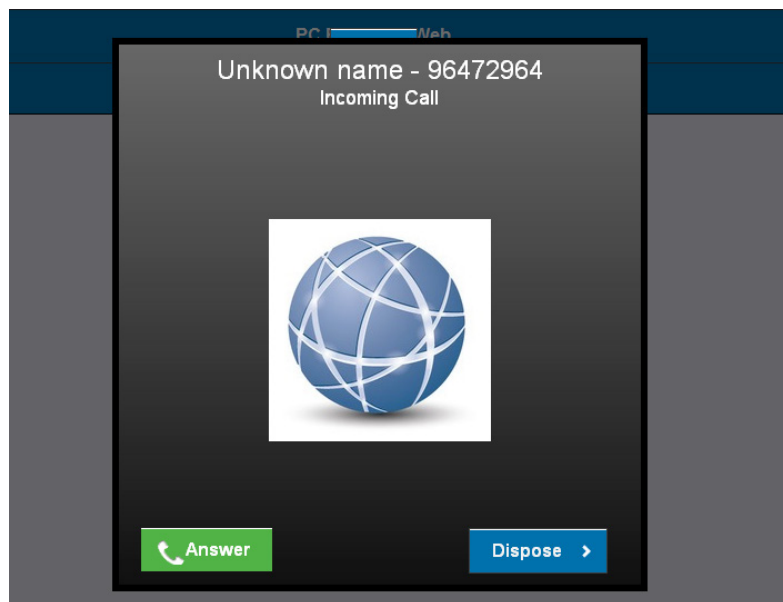
ICON	MEANING
	Available
	Online
	Online
	On the Phone
	Active
	Away
	Busy
	Offline

4. Call control

PC Phone for WEB allows you to answer or determine how incoming calls are handled.

Incoming call notification

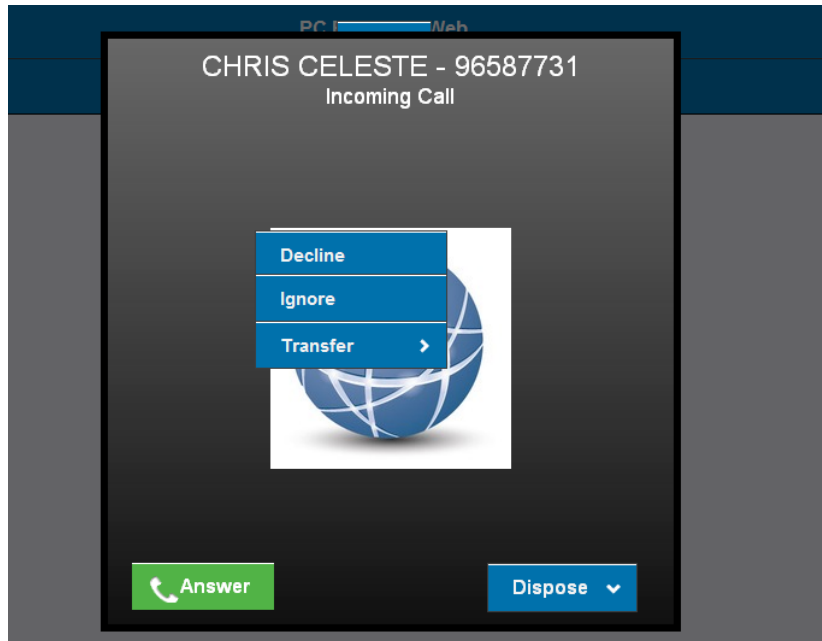
When you receive a call from the client, a popup window appears to notify you of the incoming call.



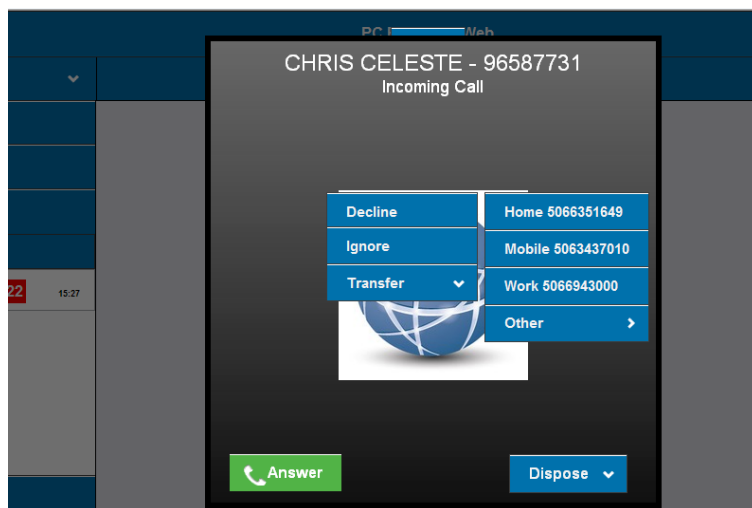
Call Disposition

If you choose not to answer, the Dispose button provides the following options:

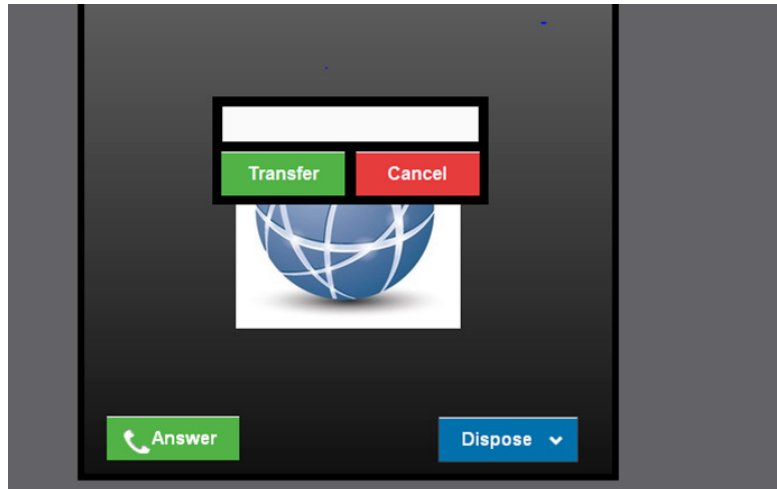
- Decline
- Ignore
- Transfer



When transferring calls, there are multiple options depending on what is configured for the contact.



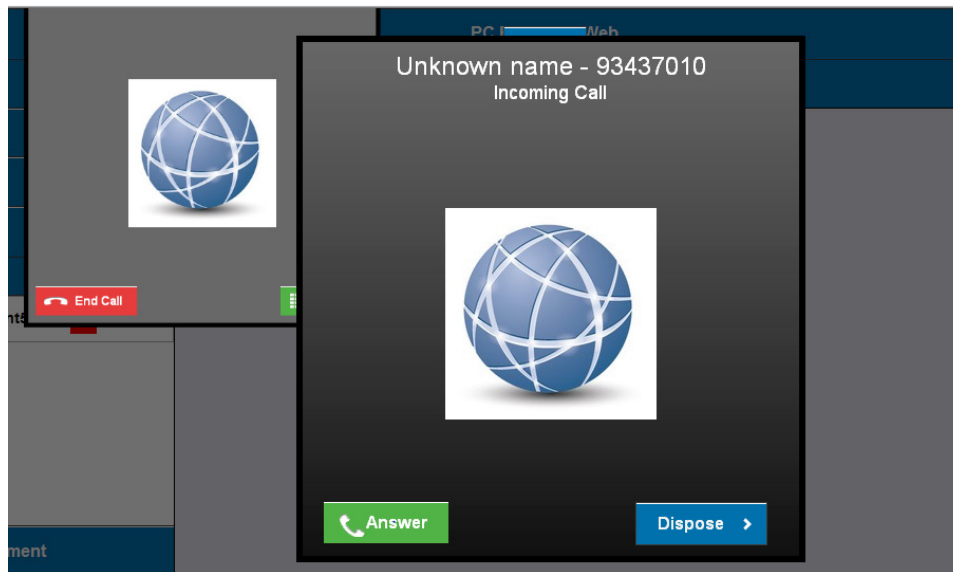
Selecting other will allow you to manually enter a number to which you can transfer the call.



Multiple Calls

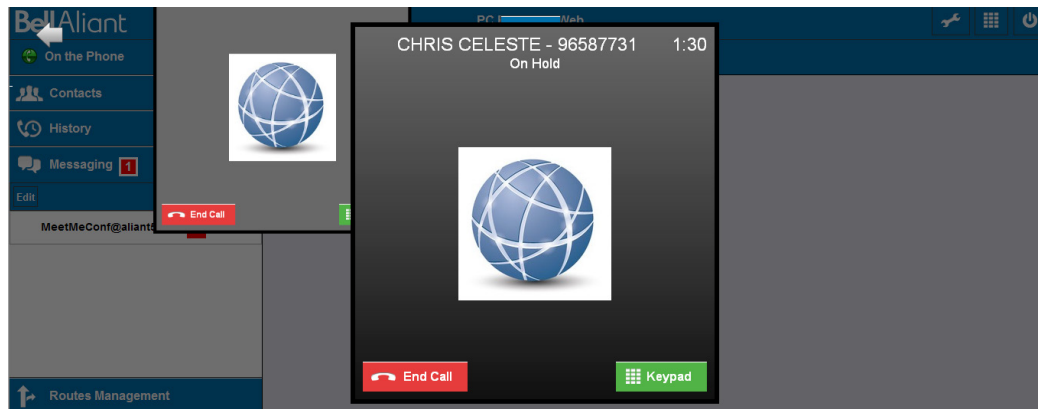
PC Phone for WEB supports up to eight simultaneous calls (with only one active call).

When on a call, a new call notification will move to the front of the GUI. The active call moves to the back.



If you answer the new call, the original call is automatically put on hold.

To switch between calls, click on the call to which you wish to switch.



5. Accessing PC Phone for WEB

Use this procedure to access PC Phone for WEB.

PC Phone for WEB is accessible through the WAM Presentation tier over secured http (https). Any access from http is redirected to https.

Prerequisites

Your workstation meets the requirements specified in “[Client requirements](#)” on page 8.

Procedure Steps

From your web browser

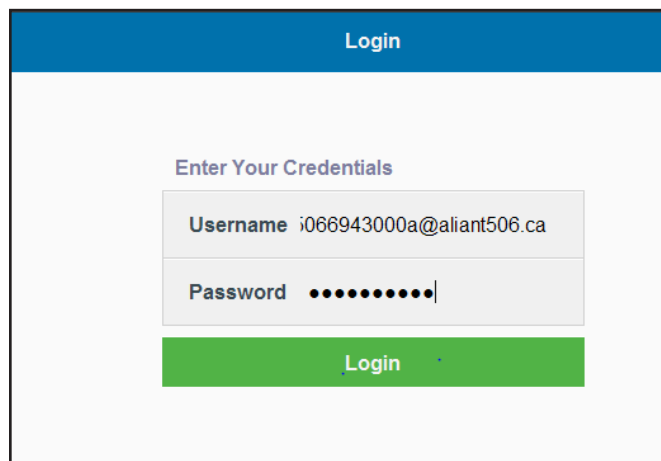
1. Enter the URL for the GUI in the following format:

<https://webphone.bellaliant.net/baweb/>

If you are an unauthenticated user, the login screen below will open.

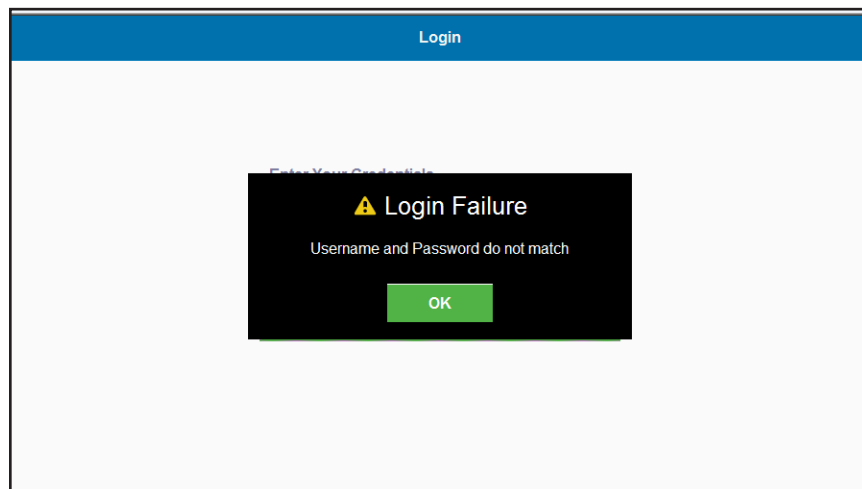
A screenshot of the login screen for the PC Phone for WEB interface. The screen has a blue header with the word 'Login'. Below the header is a white box with the title 'Enter Your Credentials'. Inside this box are two input fields: 'Username' and 'Password'. Below these fields is a green button labeled 'Login'.

2. Enter your User ID and password and click **Login**.

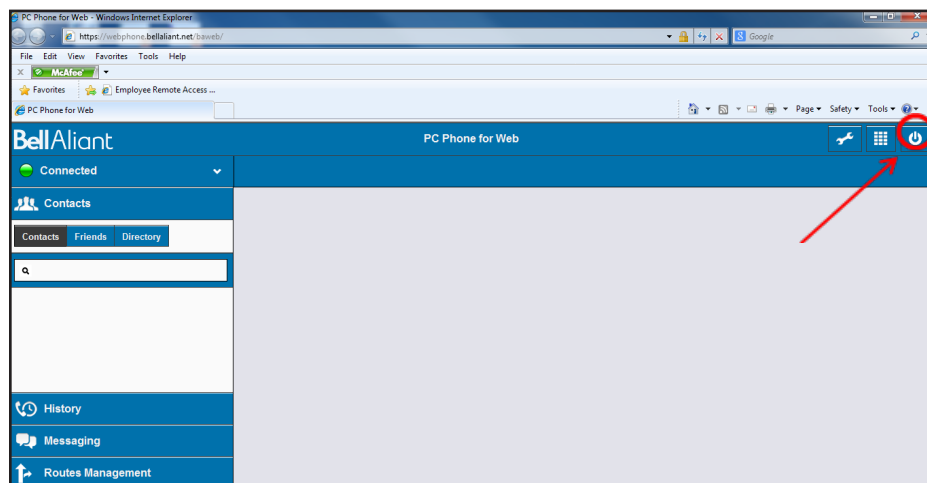


The screenshot shows a web browser window with a blue header bar containing the word "Login". Below the header, the text "Enter Your Credentials" is displayed. There are two input fields: "Username" with the value "i066943000a@aliant506.ca" and "Password" with masked characters (dots). Below these fields is a green button labeled "Login".

In the event of a login failure, the following window will appear.



3. To logout, click the button at the top of the GUI.



6. Performing voice calls

Use this procedure to perform voice calls using the PC Phone for WEB client. There are multiple methods for making calls, including:

- entering the number into the dial pad
- locating a contact in the contact list
- using the call history to call a previous number or contact.

Prerequisites

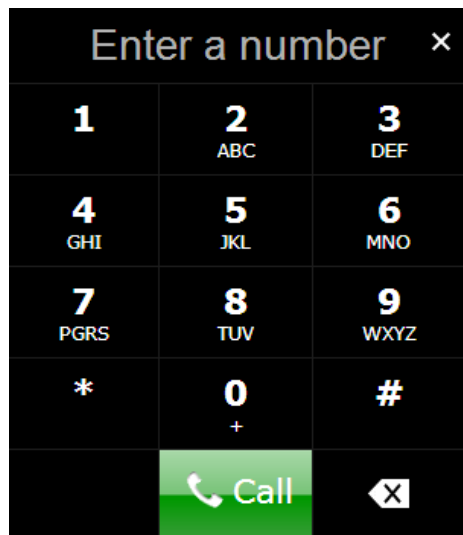
You are logged in to the client.

Procedure Steps

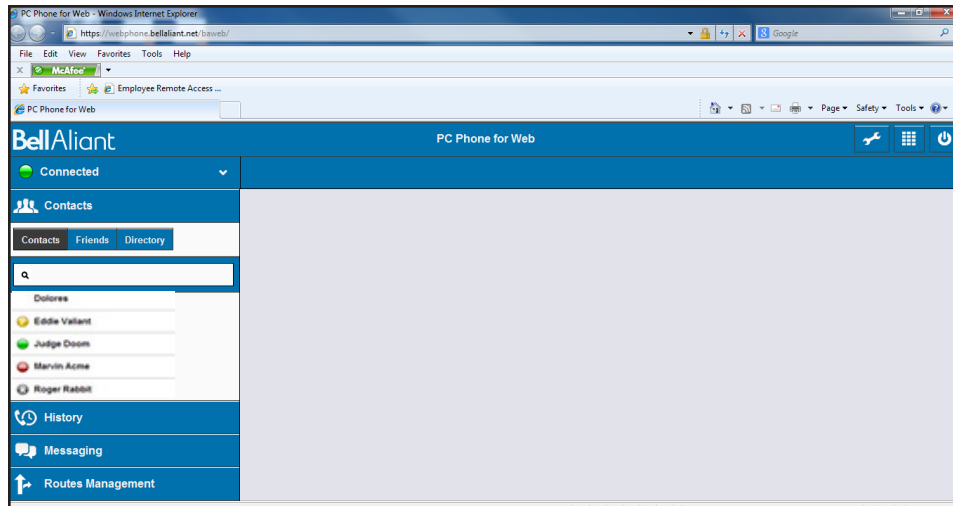
1. Use the following table to determine your next step.

To make a call using	Do
the dial pad	Step 2
the contact list	Step 5
the call history	Step 10

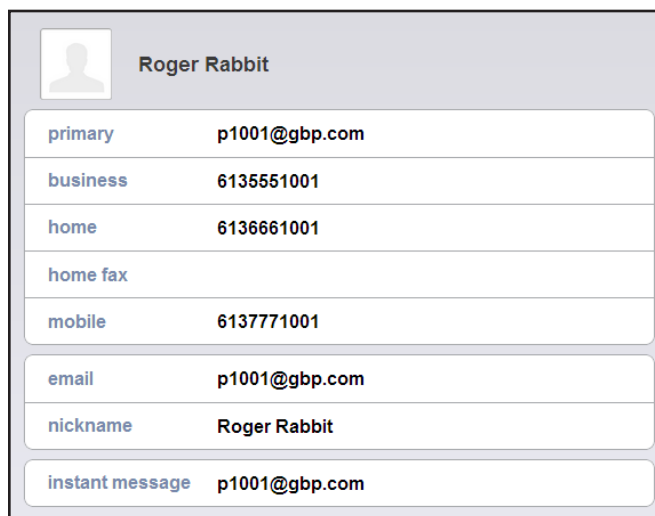
2. Click on the dial pad at the top of the window.
3. Enter the number in the dial pad and click **Call**.



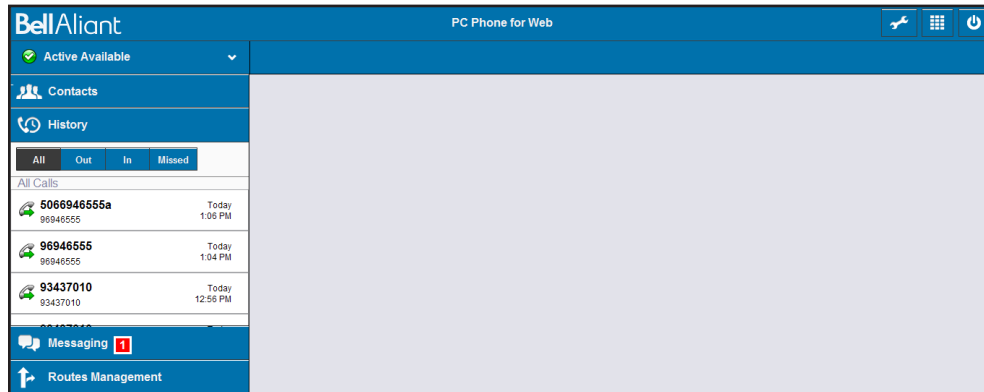
4. Go to Step 13.
5. Click **Contacts** on the left menu.



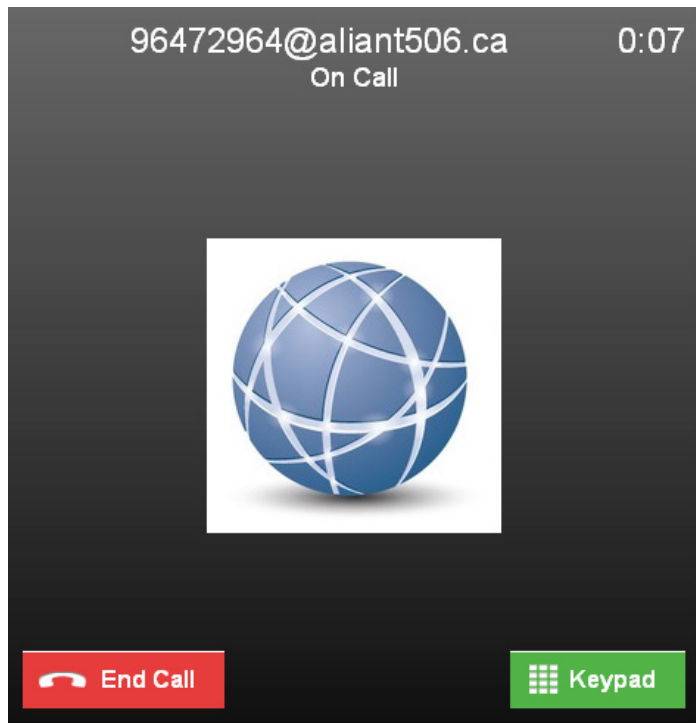
6. Locate the contact you wish to call. Click on one of the following tabs depending on where the contact you are calling is stored:
 - Contacts
 - Friends
 - Directory
7. Either scroll through the list of contacts or enter the contact name in the Search box. Then click on the contact to bring up the contact details.



8. Click on a phone number for the contact. This will automatically dial the number.
9. Go to Step 13.
10. Click **History** on the left menu.



11. Scroll through the list of previous calls until you locate the one you want to call again.
12. Click on the call to dial the number of begin the call.
13. While on a call, the client will display an On Call indication.



14. To place the call on Mute, click **Mute**.
15. To place the call on hold, click **hold**.
16. If you need to enter DTMF digits, click **Keypad**.
17. To end the call, click **End Call**.

7. Sending Instant Messages

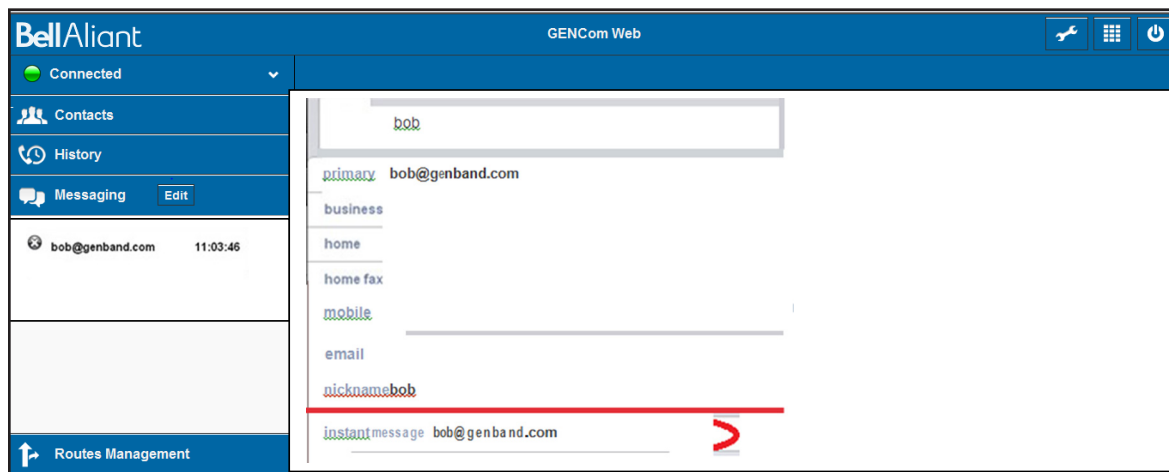
Use this procedure to send an instant message using the PC Phone for WEB client.

Prerequisites

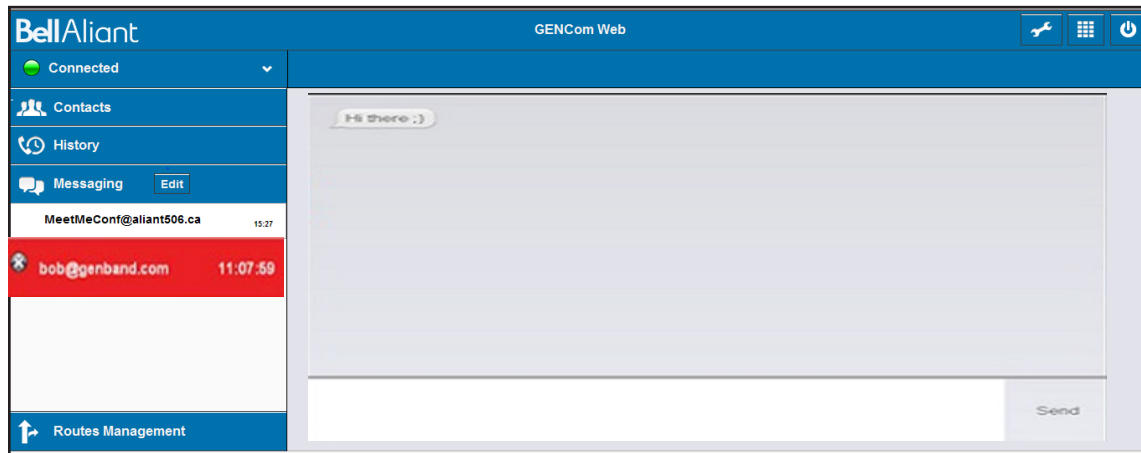
You are logged in to the client.

Procedure Steps

1. To send an instant message, click on the Contacts menu.
2. Select the Contact to whom you wish to send an instant message.
3. Click on the instant message link at the bottom of the contact's information.



4. Enter your instant message in the text box.



8. Call history

The PC Phone for WEB client allows you to view and manage the call history using the .

Outbound calls will appear with a green arrow pointing away from a phone. The figure below shows an example of an outbound call.



Inbound calls appear with a blue arrow pointing towards a phone. The figure below shows an example of an inbound call.



Missed calls appear with a red X beside a phone and the caller identification in red. The figure below shows an example of a missed call.



Prerequisites

- You are logged in to the client.

Procedure Steps

1. Click **History** on the left side menu. This will open the History.

History

AllOutInMissed

All Calls

96472964Today
964729644:09 PM

93437010Today
934370104:07 PM

Unknown nameToday
964729643:47 PM

2. You can view all calls by click the All tab, outbound calls by clicking the Out tab, inbound calls by clicking the In tab, and missed calls by clicking the Missed tab.

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